

June 29, 2012

Austin, TX 5929 Balcones Drive, Suite 200 Austin, TX 78731-4280 Phone: 512.343.2544 Fax: 512.343.0119

VIA ECFS

Marlene H. Dortch, Secretary Federal Communications Commission Office of the Secretary 445 12th Street, S.W. Washington, D.C. 20554

RE: Arkansas Telephone Company, Inc. Annual Report and Certifications Pursuant to 47 C.F.R. 54.313(a)2-(a)(6) and (h) WC Docket No. 10-90

Dear Ms. Dortch:

Arkansas Telephone Company, Inc., Study Area Code 401692, by its authorized representative, files the annual report and certifications required by Section 54.313(a)(2) through (a)(6) and (h).

In accordance with Section 54.313(i) a copy of this report will be provided to USAC and the Arkansas Public Service Commission.

Please contact me if you have any questions.

Sincerely,

Jean Langkop

Authorized Representative for

Arkansas Telephone Company, Inc.

JL/pjf

Attachment: Section 54.313 (a)(2) - (a)(6) and (h)

cc: Mr. Randy McCaslin, Arkansas Telephone Company, Inc.

ANNUAL REPORTING REQUIREMENTS FOR HIGH-COST RECIPIENTS WC DOCKET NO. 10-90

Following is the annual report for Arkansas Telephone Company, Inc. (Arkansas Telephone Company or the Company), Study Area Code 401692, pursuant to the requirements of Section 54.313(a)(2) through (a)(6) and (h).

§ 54.313(a)(2) Outage information

The Company reported 2011outage information in accordance with the requirements of the Arkansas Public Service Commission and a copy of the report is included with this filing. (Lines 1 through 6 of the report related to trouble reports and access lines have been redacted.)

§54.313(a)(3) – Unfilled Service Requests

The Company was required by the Arkansas Public Service Commission to provide information regarding certain time periods for installation of service in 2011 and a copy of the report is included with this filing.

§54.313(a)(4) – Customer complaints per 1,000 connections

The Company was not required by the Arkansas Public Service Commission to collect this information in 2011.

§54.313(h) – Additional Voice Rate Data

The Company has no flat rates for residential local service, combined with certain state fees defined in §54.318(e), in effect June 1, 2012 that are below the local urban rate floor of \$10.00 per month.

ANNUAL REPORTING REQUIREMENTS FOR HIGH-COST RECIPIENTS WC DOCKET NO. 10-90

§54.313(a)(5) – Certification of compliance with service quality standards and consumer protection rules

I certify that Arkansas Telephone Company is in compliance with applicable service quality standards and consumer protection rules.

§54.313(a)(6) – Certification that the Company able to function in emergency situations.

I certify that Arkansas Telephone Company can function in emergency situations. The Company has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I, Randy McCaslin, President of Arkansas Telephone Company, Inc., am authorized to make these certifications on behalf of the Company and, to the best of my knowledge and belief, the information reported on this form is accurate.

Date: 6/28/12

Signed,

Randy McCaslin

Randy McCaslin

P.O. Box 69

Clinton, Arkansas 72031

(501) 745-2114

Company Name

ARKANSAS TELEPHONE

		WAPSO SERVICE PERFORMANCE REPORTS TIPRISION 10,071 10,06	REGRINAL	NGE REPO	ORT - TPI	\$65,04 × 10 × (0 × (0 × (0 × (0 × (0 × (0 × (0	90.01-10		
***************************************				2011			**************************************		
	Line No	医唇线性性凹凹 医甲酚香烟醇等	Mannager (1984)	Feb.	Mar	Apr	A May Lan	, nun	
		Trouble Reports TPR 10.06							
Name:	—	Access Lines			, 				
CLINTON	N	Total Trouble Rpts.						-	
Switch Mfg	en	Deregulated							
NORTEL	ঘ	Excluded							
NX.	ĸņ	Measurable Rpts.						1.00	(elarget
745	φ	Trouble Index							۸ تا
		Service Outage Restoration TRP 10,01	P 10.01						
	7	Total OOS Rpts.	21	48	94	170	105	29	•
	80	Deregulated	6	30	32	0/	57	32	
	ರಾ	Excluded	0	2	1	9	2	~	
	5	Measurable Rpts.	12	16	31	94	46	34	
	Ξ	Restored W/I 24 Hrs.	12	16	31	91	45	34	·
	57	Percentage	100.00%	100.00%	100.00%	96.81%	97.83%	100.00%	>=65%
		Application for Service 5 days TPR 9.01	TPR 9.01						
	13	Total Applications	36	48	35	37	38	35	···
	4	W/I 5 Days	33	48	35	37	38	35	
	1 5	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	>=65%
		Application for Service 30 days TPR 9.01	TPR 9.01						<u></u>
	9	Total Applications							(241417)
	4	W/I 30 Days							
	18	Percentage							>=85%

19 Name and address of person to contact regarding this information:

RANDY MCCASLIN ARKANSAS TELEPHONE CO INC (501) 745-2114

Company Name ARKANSAS TELEPHONE

		WAPSC: SERVICE PERFORMANCE REPORT THPRIGOUND 10006	REORWAI	NGE REPK	ORTH-NIPE	PSOM MORE	10106		
		er e		2011	The state of the s	AND THE PROPERTY OF THE PROPER		Charles I Value I de la Charles III de la Charle	
	Line No.		Self-Sugar	Self Aug II	Sept # 100	第5 60ct	Nova III	Pec	
		Trouble Reports 1PR 10.06							
Exchange Name:	τ-	Access Lines							
CLINTON	82	Total Trouble Rpts.							
Switch Mig:	m	Deregulated							
NORTEL	4	Excluded							
NXX:	ည	Measurable Rpts.			2 () () () () () () () () () (A Targeth
745	ထ	Trouble Index							<=5
		Service Outage Restoration TRP 10.01	IP 10.01						•
	7	Total OOS Rpits.	58	198	82	69	62	73	
	œ	Deregulated	29	112	54	32	38	33	
	ō	Excluded	0	5	0	1	2	6	
	9	Measurable Rpts.	- 29	81	28	23	22	37	
	£	Restored W/I 24 Hrs.	29	80	28	23	22	37	
	7-	Percentage	100.00%	98.77%	100.00%	100.00%	100.00%	100.00%	>=65%
		Application for Service 5 days TPR 9.01	TPR 9.01						
	5	Total Applications	22	46	33	45	31	33	
	4	W/I 5 Days	22	46	33	45	31	33	
	55	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	>=65%
		Application for Service 30 days TPR 9.01	5 TPR 9.01						
	æ	Total Applications							
	12	W/I 30 Days							
	18	Percentage							%56 ** <

RANDY MCCASLIN
ARKANSAS TELEPHONE CO INC
(501) 745-2114

Company Name

ARKANSAS TELEPHONE

		APSCSERVIGE PERFORMANCE REPORTE TERPORTE	REORMA	NOF REP	OR THE	SIG OFFICE	A SIGNE		
		在2.次的大学的文学是是"基本企业,是一个专家的,是一个专家的,但是一个专家的,但是一个专家的,但是一个专家的,但是一个专家的,但是一个专家的,但是一个专家的,	の経済などの対象を対象となるのです。	2011	· · · · · · · · · · · · · · · · · · ·				
	第11725	是一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个	Was Janes	E. February	Mar Mar	Apr	May		
		霧 Trouble Reports TPR 10.06					4	100 mg - 1 mg -	
Exchange Name:	-	Access Lines							
FAIRFIELD BAY	2	Total Trouble Rpts.							
Switchinfg	נייז	Deregulated							
VORTEL	**	Excluded							
NXX.	ស	Messurable Rpts.							Target
884	Φ	Trouble Index							<=5
		Service Outage Restoration TRP 10.01	P 10.01						
	7	Total OOS Rpts.	7	24	10	26	25	26	
	60	Deregulated	4	10	σ	16	12	17	•
	හ	Excluded	0	2	0	0	-	O	
	2	Weasurable Rpts.	3	12	2	10	12	O)	
	=	Restored W/I 24 Hrs.	ന	12	2	10	12	6	
	12	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	%96=<
		Application for Service 5 days TPR 9.01	FPR 9.01						_
	<u>5</u>	Total Applications	19	13	14	13	15	10	
	4	W/II 5 Days	19	13	14	13	15	10	
	15	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	%96=<
		Application for Service 30 days TPR 9.01	TPR 9.01						
	16	Total Applications							
	17	W/I 30 Days							
	18	Percentage							>=95%

Name and address of person to contact regarding this information:

RANDY MCCASLIN ARKANSAS TELEPHONE CO INC (501) 745-2114

Сотрапу Мате

ARKANSAS TELEPHONE

		APSC SERVICE PERFORMANCE REPORT - TRR 9.0/11/10/04/10/06	REGRIMA	NGE REP	ORT TE	29907110 1	0440.06		
		And the state of t		1604	real barrances and the free control of the feet of the	AND THE PROPERTY OF THE PARTY O			
	E Cine No	一种一种一种一种一种一种一种一种一种一种一种一种一种一种一种一种一种一种一种	0.01	Aug	KAUB Sept Sept Sept Sept Sept Sept Sept Sept	199 V	Nov	Dec T	
		Trouble Reports TPR 10,06							
ExchangeNamer		Access Lines							
FAIRFIELD BAY	C4	Total Trouble Rpts.							
Switch Mfg:	n	Deregulated							
NORTEL	4	Excluded							
NXX: THE STATE OF	r.	Measurable Rpts.							Marget
884	ю	Trouble Index							√ =5
		Service Outage Restoration TRP 10.01	IP 10.01						•
	7	Total OOS Rpts,	20	54	23	18	29	14	·
	œ	Daragulated	10	36	14	13	12	9	
	0)	Excluded	0	2	1	0	o	0	
	9	Measurable Rpts.	10	16	82	S	17	œ	
	Ξ	Restored Wil 24 Hrs.	10	16	ස	5	17	8	
	12	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	>=85%
		Application for Service 5 days TPR 9.01	TPR 9.01						
	೮	Total Applications	20	13	11	20	6	7	
	7	W/I 5 Days	20	13	dem dem	20	6	7	
	15	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	>=62%
		Application for Service 30 days TPR 9.01	TPR 9.01						
	50	Total Applications							
	17	W/I 30 Days							
	18	Percentage							>=95%

19 Name and address of person to contact regarding this information:

RANDY MCCASLIN
ARKANSAS TELEPHONE CO INC
(501) 745-2114

Company Name

ARKANSAS TELEPHONE

	Salv	APSG SERVIGE PERFORMANGEREPORT-TIPR 9 0/1 10/07 1/10/06	RFORMA	NGE REP	ORT - TRE	0.001 10.60	H 10.06		
	404		Jan	E February	Mar				
		Trouble Reports TPR 10.06							
Exchange Name:	****	Access Lines							
SCOTLAND	~	Total Trouble Rpts.							
Switch Mig	123	Deregulated							
NORTEL	4	Excluded							
NXX	£	Measurable Rpts.				-			Target
285	ω	Trouble Index							5=>
		Service Outage Restoration TRP 10.01	P 10,01						
	7	Total OOS Rpts.	ဇ	4	5	41	21	16	
	æ	Deregulated	2	3	3	8	7	တ	
	යා	Excluded	0	0	_	4	_	0	
	5	Measurable Rots.	1	-	•	29	13	10	***
	*	Restored W/I 24 Hrs.	l l	•	1	29	13	10	
	- 3	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	>=65%
		Application for Service 5 days TPR 9.01	TPR 9.01						
	ह्य	Total Applications	4	3	3	3	9	5	
	4	W/I 5 Days	4	က	3	က	9	Ð.	
	ស	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	>=95%
		Application for Service 30 days TPR 9.01	TPR 9.01						
	6	Total Applications							
	43	W/I 30 Days							
	18	Percentage							% 9 6=<

RANDY MCCASLIN ARKANSAS TELEPHONE CO INC (501) 745-2114

Company Name

ARKANSAS TELEPHONE

ARSGISERVICE REREORMANCE REPORT TERISON 10.001/10.06 2011	Sept.	Jule Reports TPR 10.06	Access Lines	Total Trouble Rafs.	Deregulated	Excluded	Measurable Rpts.	Trouble Index <=5	rice Outage Restoration TRP 10.01	Total COS Rpts. 8 10 6 5 9 6	Deregulated 6 7 2 4 5 4	Excluded 0 0 0 1 0 0 0 0	Measurable Rpts. 2 3 3 1 1 4 2	Restored W// 24 H/rs. 2 3 3 1 4 2	Percentage 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% >=95%	lication for Service 5 days TPR 9.01	Total Applications 3 5 2	Wil 5 Days 3 5 2	Percentage 100,00% 100,00% 100,00% 100,00% 100,00% 100,00% >=95%	Ication for Service 30 days TPR 9.01	Total Applications	W/I 30 Days	
MARSGSERWIGE RERF	基尺至"对公司的 "的马斯里拉拉 拉克的 在指引。	Trouble Reports TPR 10.06	Access Lines	Total Trouble Rpts.	Deregulated	Excluded	Measurable Rpts.	Trouble Index	Service Outage Restoration TRP 10	Total OOS Rpts.	Deregulated	Excluded	Measurable Rpts.	Restored W/II 24 Hrs.		Application for Service 5 days TPR	Total Applications	W/I 5 Days		Applicatio	Total Applications	W/I 30 Days	
	LineNo		-Quan	N	es	*\$	3	හ		7	8 0	ආ	5	-	12		<u>6</u>	7	15		16	17	4

19 Name and address of person to contact regarding this information:

RANDY MCCASLIN ARKANSAS TELEPHONE CO INC (501) 745-2114

Company Name

ARKANSAS TELEPHONE

		APSG SERVICE PERFORMANCE REPORT FITPR 9:01 10:07 10:06	RHORWA	NGEREP 2011		001106)// 10:06		
			Jane	Feb.	Marana Marana	AD A	May		
		Trouble Reports TPR 10.06							
Exchange Name:	en c	Access Lines							
SHIRLEY	CI	Total Trouble Rpts.							
Switch Mrg.	(7)	Deregulated							
NORTEL	4	Excluded							
NXX	un Tura	Measurable Rpts.							Target
723		Trouble Index							<=5
		Service Outage Restoration TRP 10.01	P 10.01						•
	7	Total OOS Rpls.	10	15	22	21	43	31	
	œ	Deregulated	5	7	15	11	26	O	
	G)	Excluded	0	2	0	2	₹~	0	
	ᅌ	Measurable Rpts.	\$	9	7	80	16	22	
	-	Restored W/I 24 Hrs.	5	9	7	8	16	22	
	rv i	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	>=65%
		Application for Service 5 days TPR 9.01	TPR 9.01						
	52	Total Applications	2	6	8	9	7	5	
Way and the second	4	W/I 5 Days	5	Ö	8	ဖ	7	5	
	5	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	>=85%
		Application for Service 30 days TPR 9.01	TPR 9.01						
	5	Total Applications	•					7	
	17	W/I 30 Days	1					*	
	6	Percentage	100.00%					100.00%	>=82%
			ı	7		7			

RANDY MCCASLIN ARKANSAS TELEPHONE CO INC (501) 745-2114

	APR	APS@ SERVICE PERFORMANCE REPORT TER 9:01 10.01 10:06	RFORMA	NGE REP(ORIT - TIPE	9.01 10.0	1.10.06		
				2011	e de la composition della comp	olov vinde kondinentri (disenti di estate i disenti di estate i disenti di			
	LineiNo) Inc	July Aug.	Sept	180	Nov	Dec	
		Trouble Reports TPR 10.06							
Exchange Namer	.	Access Lines							
1	C/I	Total Trouble Rpts.							
Switch Mfg.	n	Deregulated							
NORTEL	4	Excluded							
NXX:	cs	Measurable Rpts.							Target
723	හ	Trouble Index							S=>
		Service Outage Restoration TRP 10.01	10.01						
	7	Total OOS Rpts.	15	70	7	10	17	13	
	60	Deregulated	6	24	က	4	1	iC)	
	O	Excluded	0	2	0	0	P	2	•
	40	Measurable Rpts.	9	44	4	9	9	Ð	
	7	Restored W/I 24 Hrs.	9	42	4	9	9	Ф	
	12	Percentage	100.00%	95.45%	100.00%	100.00%	100.00%	100.00%	>=85%
		Application for Service 5 days TPR 9.01	PR 9.01						
	tī.	Total Applications	9	6	6	6	7	5	
	*	W/I 5 Days	9	6	đ	6	7	5	
	ਨ	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	VIII 95%
		Application for Service 30 days TPR 9.01	TPR 9.01						
	16	Total Applications							
	17	W/I 30 Days							
	18	Percentage							>=85%

RANDY MCCASLIN ARKANSAS TELEPHONE CO INC (501) 745-2114